MiVoice Office 400

Best Performance for your business communication

Telephony and even more

Decades of experience in the area of business communication and a well-developed sense for trends have left their mark on MiVoice Office 400. That is why it is perfectly suited to the needs of small and medium-sized businesses: MiVoice Office 400 can be used everywhere – in industries, businesses, hotels, homes and care facilities or in administrations and organisations.

Mitel®
Powering connections

MiVoice Office 400

MiVoice Office 400 not only supports traditional phones but also other, innovative communication systems. The aim is to unify different services (voice, e-mail, video, chat, etc.) – (Unified Communications) – and offer them on a single user interface. Employees located at various branches can also benefit from video telephony. This offers the added value and capability to process documents together through desktop-sharing (collaboration).

Benefits

- Efficiency enhancement (among others, Computer Telephony Integration, phonebooks)
- Easier processes
- Better collaborative work
- Integration of office applications (i.e. Microsoft)
- Convergence of sector-specific solutions with telephony

4 to 400 users

MiVoice Office 400 can be expanded for deployment up to 400 users making it ideal for use in small and medium-sized businesses. Additionally, the communication system can be easily and rapidly adapted to new business processes, or expanded accordingly.

State-of-the-art technologies

MiVoice Office 400 is an IP-based system: the company's data network (LAN) is used for voice transmission. The phones are connected directly to the network like PCs.

MiVoice Office 400 is the basis for transition to various technologies. Even analogue terminals, such as desk phones or fax machines, can continue to be used with their existing telephony wiring. Whether you prefer analogue and digital (ISDN) trunk lines or wish to take advantage of the latest technology from SIP providers, there are numerous possibilities to connect to public telephone networks.

Highlights of MiVoice Office 400

- Cutting-edge technologies like VoIP, SIP, CAT-iq and XML, as basis for innovative communication solutions
- Seamless availability on the company premises (DECT, SIP-DECT and WLAN) and outside the company premises (FMC) with professional, integrated mobility solutions.
- Extensive range of handsets
- Standardised and intuitive deployment of all handsets integrated into the system (desktop and cordless phones, Softphones and mobile phones)
- Unified and collaborative communications
  - *Sector-specific solutions for;*
  - *Hotels, hospitals and care facilities (e.g. Hospitality Package)*
  - *Call centers*
  - *Building services management*
  - *Industry sectors with high security requirements*
- Technological independence and future-proof development, thanks to an open system architecture and use of global standards (SIP)
- Huge connection possibilities for multi-site companies

Work together anywhere, any time

With modern technologies, staff are able to communicate regardless of location, which is essential for project teams. For this, video phone applications or solutions that allow your staff to process documents together from different locations are particularly practical.

Unified Communications & Collaborative is the modern communication buzzword. At Mitel, this means that various media such as e-mail, fax, video and, of course, telephony, are deployed together as a single solution.

Team functions

Mitel Unified & Collaborative Communications (UCC) solutions enhance productivity and team work, regardless of location. The practical functions relating to presence management provide an overview of business communications.

Team members and their availability can be displayed separately. Therefore, their colleagues always have a view of the most recent information about them and their status: no calls are lost.

Users of a MiVoice 5380 phone with keypad expansion module can define their own team keys. If a colleague is in a call, the LED assigned to their name lights up (green for internal calls, red for external calls). Team keys are capable of much more, with calls being taken, made, transferred and ended all at the touch of button.

Joint access

Joint access offers many advantages for the staff working in large offices, with low telephony requirement. Although each staff member may have their own terminal if required, the same number is shared by several staff members.

The call pick-up function offers additional benefits. No matter which phone is ringing, any staff member can take the call by pressing a button.

At the same time, the modern Mitel phones offer the capability to display customer information on screen. All important data is displayed once the call comes in.

Teams can also set up joint voicemail boxes. With all team members having equal access rights. When a message is left, this is indicated on all the team's phones. Even users of mobile phones with MMC are notified about the new message.

Unified Messaging

Unified Messaging solutions facilitate day-to-day message management in an intelligent, flexible and intuitive manner. They allow users access to messaging services, anywhere and any time.

The central access point enhances

efficiency and productivity. All voice messages, faxes and e-mails are conveniently accessible via the PC or mobile phone. Users can then listen to their voicemails, for instance, outside the company or from their home office, provided there is e-mail access.

Conferences

In many companies phone conferences are among the most frequently used functions of the communications system. Particularly when external partners or customers are taking part, it is important for the conference to be set up quickly and easily and that no call is lost.

Including an additional participant joining an ongoing conference, in order to give their opinion. With MiVoice Office 400 each phone call can intuitively be changed to a conference involving up to six participants, regardless of the media deployed.

Additionally, for regular conferences taking place with the same circle of participants, the corresponding settings can be stored on the function keys. Pressing the relevant key automatically sets up the connection with all the participants concerned.

BluStar Ecosystem - natural communication

Usually, at a meeting, all the participants are sitting together around the same table. With BluStar, Mitel offers perfectly matched UCC components to enable authentic meetings without the need for time-consuming and expensive business trips.

Video telephony is what it's all about. And yet the BluStar Ecosystem goes one step further, combining video-based real-time communications with clever solutions for even closer collaboration.

MODULAR DESIGN PRINCIPLE

The system's modular design principle means that a customised UCC solution can be deployed according to the requirements of the company and geared to the tasks of each staff member, and then subsequently adapted at any time.

COMPONENTS

Besides a multimedia deskphone the BluStar Ecosystem comprises a PC client that can be used on PC stations and laptops. Mitel also ensures communications on the move that are integrated into the company, with video telephony also available for iPads and iPhones.

FAX

Modern business communications revolve around digital forms of communication, with email first and foremost among them; and yet, fax communications remain a key element. Not least because in many countries faxes are recognised as an official document in legal and official matters.

Conventional fax machines, which are often analogue, have long since made way for PC fax functions. So it comes as no surprise that faxes are still in widespread use, even in ultra-modern IP VoIP infrastructures.

Mitel has also implemented the basis for modern IP-based fax communications in its MiVoice Office 400 communication servers. Users can also send and receive faxes using SIP.

FAX OVER SIP

With fax over SIP, faxes can also be received and sent with ease using a fully IP-based system such as MiVoice Office 400.

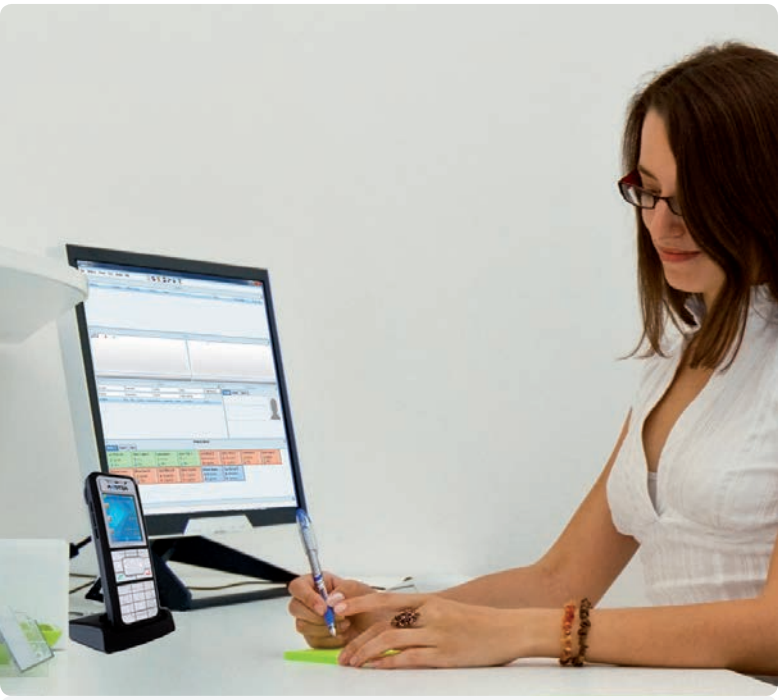
If you have an IP trunk line, fax information is conveyed inside the company over SIP and using the transmission standard open for the IP environment, T.38.

If fax mail is used, companies can enjoy the advantages offered by a wide range of fax options. Faxes may be sent and received via the PC desktop.

Accessibility redefined

A key factor of business success is being able to guarantee accessibility by customers, suppliers and partners alike. Although various media is available today, the telephone is normally the first choice for potential and existing customers. So making sure you can be reached is very important!

Accessibility should not be confused with permanent availability. MItel solutions ensure that you do not miss your calls in those moments when you do not wish to or cannot be reached, but prefer your calls to be taken by a colleague or routed to your personal voicemail box.



MiVoice 1560 PC Operator

The MiVoice 1560 PC Operator combines the most important desktop items: a PC and a telephone. Calls can be taken, made or forwarded via the PC or any of the MiVoice Office 400 system phones. This provides switchboard operators direct access to a wide range of information as well as flexible and very easy call management.

Professional call switching

Customers get a good feeling that they are handled professionally, when their calls are taken with a personal greeting and then transferred to the right contact person. This is particularly important if a customer is calling because of a problem or to submit a complaint.

With MiVoice Office 400 that's not a problem: The operator, Mitel switching wizard, already displays the caller's name when the call is signalled (ringing phase). This way, the caller can be greeted personally. Since the operator always sees the status of all staff members on screen (call status, calendar inputs, etc.), the call can be channelled to the right person or their colleague.

If both of them are not available, the switchboard operator can send an e-mail with a few clicks, with the most important information (caller name, phone number, date, time, request). Once the called party returns to their workstation, they will have all important data in their e-mail inbox and can call the customer back.

Presence Indicator

Knowing before dialling a number whether the called colleague is at their workstation or attending a meeting is an advantage. With MiVoice Office 400 presence indicator solutions, all subscribers can view the current availability status of colleagues.

The presence indicator can also be integrated into PC applications (e.g. Microsoft). This "exchange integration" enables the calendar to be automatically synchronised with the presence indicator. This means colleagues have access to the entire team's availability and accessibility status at all times – subject of course to individual access rights.

The requested party's presence status is given during the name search. It does not matter whether the fixed phone, a cordless terminal, mobile phone or CTI application, such as Mitel OfficeSuite, is used (Computer Telephony Integration). If the called party is attending a meeting, the system even displays the time the meeting will end.

Users of the Mitel Mobile Client are signalled as busy to their callers if they happen to be in a call on their mobile phone.

Unaccessed voice messages are displayed on screen – in this case on the MiVoice 5380ip screen.

Forwarding

Each staff member has the capability to set up their own call forwarding functions and to activate/deactivate them by pressing a button. This way, calls are forwarded to the personal voicemail box when they are attending a meeting, and to a colleague or representative when they are on leave.

Different forwarding rules can be defined. Calls from a selected call number group can, for instance, be forwarded to a specific staff member. It may also be indicated that calls to a specific call number should be forwarded to the mobile phone even during meetings.

In addition, calls can be forwarded directly to a voicemail.

Voicemail: No call is lost

The call is not lost, even if the called party is not available or is on another call. It is automatically forwarded to the voicemail box. The caller can leave a message there or, if necessary, ask to be called back.

Individual settings can also be made on the voicemail box. For instance, callers may be allowed to leave a message outside business hours or listen to an announcement during public holidays.

The Mitel voicemail system is very easy to use with any device, thanks to the menu function. It is easy to configure, the deployment possibilities are flexible and can conveniently be adapted to each user's need.

You can also decide how you wish to be informed about new messages:

- *As a message displayed on the screen of the device*
- *As a message on the DECT terminal*
- *By text message to the mobile phone*
- *By mail, with the message attached as a file.*

Faster to the target: with "One Number"

The One Number concept allows several handsets (including fixed phones, Softphones, DECT terminals, mobile phones), registered with the MiVoice Office 400 communication system, to use one and the same call number.

No matter the device you have with you, you are always reachable (for colleagues and customers) under the same one number. Changes in the phonebook or call list are automatically synchronised and immediately visible on all devices. This means that you only give one phone number to business partners and decide, depending on the situation, which device to use to make and take calls.

For example, once you leave your desk and remove the cordless phone from the charger cradle, the DECT phone automatically becomes the active device.

If you are away from the office, you can activate the mobile phone by pressing a button. From that moment you can conveniently use it to make and receive calls. Meanwhile, the caller does not know whether you are in your office or on your way to another venue.

Call Forwarding

The practical forwarding options of MiVoice Office 400 products guarantee that no call remains unanswered.

Free movement within the company

Thanks to forwarding and voicemail, employees can leave their desk with a clear conscience. Better still: with Mitel DECT and SIP-DECT solutions, they can simply take their phone while moving around the company premises.

Depending on the field of application and the requirement profiles, optimum mobile communication solutions are available. Whether it's in the office or outside the company premises, with FMC, SIP-DECT, WLAN or other Mitel solutions, you're always reachable with maximum freedom of movement, so you can concentrate fully on your business tasks.

DECT

DECT (Digital Enhanced Cordless Telecommunications) technology always offers you a reliable connection to the base station, even if, within a confined space, the density of the call traffic is very high. DECT connections are switched via broadband and have a significantly better voice quality than mobile phones.

Thanks to the installation of a multi-cellular radio network with a wide area coverage, you can be reached anywhere on the company premises. Integrated DECT encryption enhances security: the mobile phone must log on with a secret code each time a call is set up.

> Even bad weather, such as rain, fog and snow, cannot hamper the use of Mitel DECT solutions thanks to a special outdoor variant.

DECT terminals work in a reserved frequency band. Therefore, they can also be deployed in areas in which mobile phones are not recommended as a result of potential radio wave interferences, for instance in hospitals and at doctors' practices.

In terms of functions, modern DECT terminals such as the Mitel 600 series scarcely differ from "ordinary" desktop phones. On the contrary: they have a colour display, a wide range of ring tones and intuitive menu prompting. That means employees on the move do not need a separate desktop phone at their workstation. The excellent voice quality is cherished in the day-to-day deployment.

In addition to DECT phones for the business environment, Mitel offers a model with integrated security features (emergency alarm, site detection, protection against explosion hazards) for enhanced personal protection.

HIGHLIGHTS OF SIP-DECT

- *Excellent voice quality and data transmission*
- *The same concept of mobile voice and data communication on one network.*
- *Possibility to easily create a network between sites at a moderate cost, and to expand existing networks*
- *Roaming between sites connected via WLAN (Wide Area Network)*
- *Easy expansion of an existing network, if necessary.*

SIP-DECT

The SIP-DECT technology brings the comfort of mobility into VoIP networks. The use of SIP-DECT is ideal for all businesses that are already using the VoIP technology and who wish to integrate an extensive business premises into the communication system.

This is where the additional features of MiVoice Office 400 offer added value: person location systems, among others, can be integrated.

WLAN

Voice over WLAN offers the possibility to integrate wireless telephony via the existing WLAN infrastructure. This has a big advantage: no additional radio transmission technique is necessary any more. Voice and data use the same system. This saves installation and administration work and reduces maintenance costs.

ALWAYS WELL CONNECTED

Replying to e-mails or customer enquiries on the train is a sign of efficiency. However, enquiries from a staff member out of the office to colleagues in the sales department are often essential. With MiVoice Office 400, staff on business trips, on the road or working from home can be seamlessly integrated into the company's communication system. The range of services offered by the terminals meets all your communication needs.

Fixed Mobile Convergence

For customers and suppliers, always being reachable is crucial. However once business partners know someone's mobile number, that person's well-earned holiday or weekend rest may well be over.

> With Fixed Mobile Convergence the user decides when and where they wish to be reached.

With the Mitel Mobile Client installed on a mobile phone, the mobile phone behaves like any other terminal registered with the MiVoice Office 400 communications system. This way, the user has access to all features, even outside the business premises, including conference, brokering, and call transfer.

ONLY ONE NUMBER

Employees can be easily reached through their internal office number. Incoming and outgoing calls are conveniently made via the company's fixed network number (the one-number concept). The mobile phone number remains "hidden".

All calls reach the fixed phone on the desk and the mobile phone at the same time. It does not matter where the called party is at that moment and which call number to dial, since there is only one number!

Call forwarding should not be forgotten: the forwarding profile can also be used later and from the mobile phone.

MITEL MOBILE CLIENT

With Mitel Mobile Client, the mobile phone behaves like a standard handset. During a call via the mobile phone, the status is displayed as "busy" on the switchboard and on the colleagues' team key. All important telephony functions, such as forwarding, enquiry call or conference, are offered in a menu and can be deployed on the fixed phone. Access to the system's voicemail box is also menu-driven.

TAKE

With the "Take" feature, the employee can continue on their desktop any calls originally set up on the move, without any interruption.

Likewise, they can transfer calls that started in the office directly to their mobile phone and then continue with them. With this seamless switchover, the caller does not notice this.

If you do not wish to be disturbed, just activate the "Do not disturb" or "Forward to voicemail" function on Mobile Client. From then on you will only be contacted by those callers who know your mobile phone number.

Mobile and yet still reachable on the office number. Mitel makes it possible.

Mitel mobility solutions link the phone with the PC. In addition to traditional telephony functions, the numerouspractical options, especially video, offer added value and facilitate collaborative work regardless of location.

LEAST COST ROUTING (LCR)

Least Cost Routing (LCR) is a simple and direct way to cut costs. It makes use of the fact that network providers sometimes have very different pricing models for calls to mobile radio networks, for long distance and international connections.

Least Cost Routing ensures that the pre-defined, least-cost routing path is specified for each external call connection and that the call is routed accordingly. In the process, Least Cost Routing creates a link between the dialled number and other parameters (week day, time of the day, etc.) based on available routing tables.

Even connection quality and security aspects can be taken into consideration. Though, it may be specified that outgoing calls from certain staff should not be set up through LCR via the least-cost internet provider, but via the standard telephone network provider.

SOFTPHONES

Besides integrating mobile phones into the communication system, the innovative Mitel softphone also ensures mobile communications.

In offices, public areas such as railway stations and airports, or from home, in short, wherever there is access to the internet via a network connection or WLAN, you can make and receive calls with softphones as if you were at the office. It is like having your office phone with all its usual features and functions with you at all times. Mitel Softphones are also ideal for field workers and home-office workers.

Besides the complete scope of performance of the MiVoice 5380 desk phone the MiVoice 2380 softphone also provides additional functions; for instance all the team functions are available in full.

In addition to telephony, BluStar for PC offers HD video in combination with a multitude of UCC features.

On all MiVoice Office 400 softphones Microsoft Outlook is integrated locally to enable access to personal Outlook contacts. Users can dial from Outlook contacts and, if necessary, record their calls on the PC.

Of course they also can be combined with all the other system phones and integrated into the One Number concept.

HOME OFFICE

Field workers living far away from their company, or part-time workers with unfavourable travel time and working hours, like to work from home.

However, home workstations cannot be used effectively without proper integration into the company infrastructure. MiVoice Office 400 integrates this staff category fully and transparently into the company's network. All office workstation functions (taking or transferring calls, setting up phone conferences, team members' presence and status displays) are accessible in exactly the same manner and without limitations on home-office workstations.

The only prerequisite is the presence of an internet connection (DSL), so the IP system phone or softphone can be used. If the home office employee's PC applications are connected via the secure data connection of a Virtual Private Network (VPN), the VPN can also be used for voice and video connections. This in turn enhances data security during communications.

Comfort means no compromise

Time is a valuable commodity, especially in business life. This is why Mitel aims to support businesses in their day-to-day activities, with intelligent communication solutions, and to make processes more efficient. To this end, it is important for all handsets and applications to be convenient and user-friendly.

The same operating concept

Whether with a fixed phone or mobile DECT terminal, PC application or even Mobile Client, you will be able to find your way in the menu easily and access all the functions you want. Of course, you can also manage all personal profiles at any time, from all devices – as an Mitel user, you always have priority!

The MiVoice Office 400 operating concept is outstanding for comfortable handling and the intuitive menu structure of all the handsets. For this, you do not need to spend a long time studying the handbooks. The intelligent, fox-key-based structure automatically offers functions that are useful in any situation. 90% of the required functions can be accessed by turning the page just once. The most important options are listed right at the beginning.

The Mitel 6739 SIP phone with its large color touchscreen brings telephony comfort to your desk.

Personalisation

You do not have to adapt to the handset, rather the handset will adapt to you! This is because you know which functions offer you added value and comfort. The many personalisation options are very easy to set up. From personal key programming and labelling to ring tones: with Mitel, communication can be adapted to personal habits and needs in a few steps.

This is why MiVoice phones have, among others, included programmable keys in its handsets. These keys can be programmed with functions according to personal needs and preferences. A favourite key function among teams is, for instance, forwarding: a call is forwarded and then ended automatically, by pressing a button.

Move about freely

With MiVoice Office 400 mobility solutions you can make and receive calls almost everywhere in the world. In addition to the integrated headset socket, available on all terminals, the hands-free function enables you to move about as you wish. You can then place the phone somewhere briefly to review a file, and still continue with the call. With MiVoice Office 400 handsets, this is possible by a touch of a button.

With the innovative Hi-Q technology, MiVoice 5300 and Mitel 6700/6800 SIP phones, for instance, are also outstanding in hands-free mode due to their excellent voice quality.

The full-duplex handsfree function, used in almost all MiVoice Office 400 system phones, guarantees an excellent voice quality even during conference calls involving several participants.

Easy to use

Managing your infividual presence and creating your own range of call routing profiles: not a pronlem with MiVoice Office 400.

Phone book

The contacts you can't and do not want to remember the phone book saves for you. It is directly integrated into the communication system and is available to all users on all the company's handsets. For companies with distributed sites, the shared company phone book can of course also contain all branches, including their country code.

A personal register is available for personal and private contacts, for instance on MiVoice 5300 and Mitel 602 terminals. Therefore, you can assign several numbers to one correspondent if some of your contacts do not yet benefit from the one-number concept.

All callers can be greeted personally, thanks to the phone books. If incoming call numbers are stored in the phone book and can be linked to a name, the callers name will be displayed. This applies for both stored, private contacts and public, linked phone books.

Flexibility and comfort are key words for MiVoice Office 400

- The same system range with the same software
- Handsets with the same deployment methods
- Identical functions for small and medium-sized businesses, branch offices and home offices
- Highly scalable, with 4 to 400 users (up to 600 employees can even be integrated via the network)
- Various networking capabilities guarantee expandability (internationally and over many locations).

ALL FROM A SINGLE SOURCE

For many companies increasing cost efficiency and improving processes at the same time is an opportunity to take a closer look at their own infrastructure. MiVoice Office 400 VoIP solutions for example provide a standardised management concept and can be perfectly integrated into the company's IT infrastructure. This allows the convergence even of subsidiary company network structures – across borders and around the globe.

Intelligent networking

For companies with their own subsidiary company structures, up to 40 locations can be integrated into a communication system via the data network. Employees see it as a single system; even colleagues in a foreign location are reached as in-house employees.

No call charges are incurred, since internal voice communications between locations pass through the company's data network. Another advantage is that connection to the public network (exchange access) only takes place at the headquarters. This leads to a further decrease in fixed costs.

Call switching workstations can also be centralised or distributed at will over the locations; representing each other according to the company's specific needs.

Above all, the central network management and administration leads to significant cost reductions. Users can be managed centrally, and duplicating work avoided in several locations.

If the systems are separated from the main system following a data network failure, they start after a predefined time with an emergency configuration. Additionally, the connections are controlled through local integration into the public network, for instance with ISDN or SIP connections. Business continuity is thus guaranteed.

Locations scattered geographically yet still in a single entity as acompany: it's possible with MiVoice Office 400 networking solutions. The intelligent possibilities also contribute considerably to cost-savings!

SIP networking

Networking based on the open, global SIP is the most universal method of linking several systems together via a private data network or via the internet. SIP is supported by many manufacturers worldwide.

The MiVoice Office 400 communication platform allows the networking of up to 100 other MiVoice Office 400 systems or SIP-capable, third-party systems.

THE MOST IMPORTANT ADVANTAGES:

- With SIP networking, more functions are available than with normal dial-up connections via the public network.
- Reduces communications costs significantly, since it is often far less expensive to make calls via the internet than via dial-up connections on the public network.

Thanks to the comprehensive SIP implementation, MiVoice Office 400 communication systems play a key role for:

- Integration of IP and WLAN terminals
- Professional, mobile voice communication
- Trunk interfaces to public networks
- A network of different SIP-compatible communications systems
- Integration of SIP-based applications (for call centres, operator consoles, softphones, etc.)

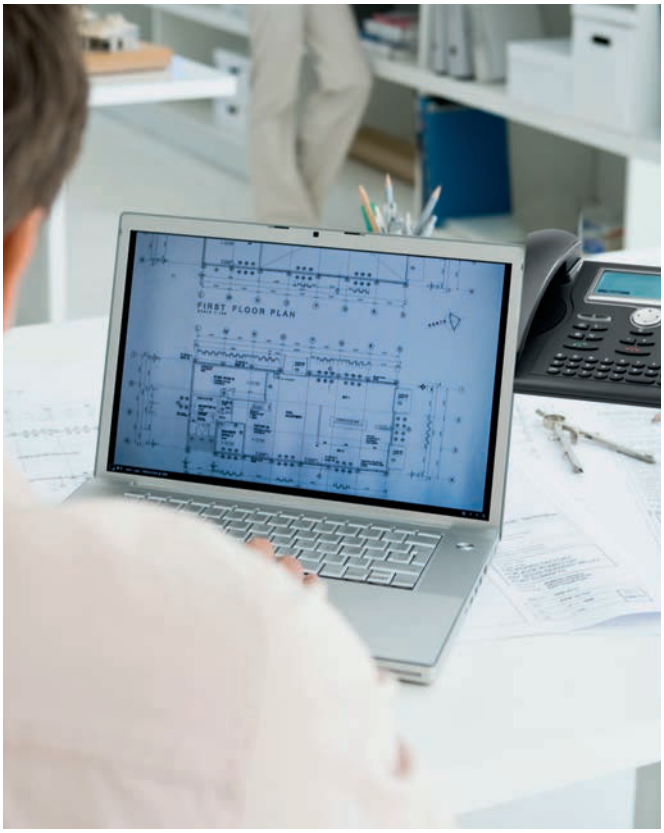
Virtual networking

Virtual networking is needed, in particular, by companies with geographically distributed locations without interconnected data networks. This is especially important if the level of call traffic between individual locations is rather low such that it is not worth it to have some leased lines or to set up a private data network.

A virtual network is set up in such a way that employees in other locations can be called with their internal call numbers. Connection is automatically set up by the system, via the public network. Many network providers have special offers for customers with subsidiaries, which also contributes to cost efficiency.

THE ADVANTAGES

- Inter-site internal call numbers
- Central services, i.e. forwarding
- Minimum network installation and maintenance costs
- Integration of office applications (i.e. Microsoft)
- No monthly fees for leased lines



Operations and Maintenance

MiVoice Office 400 is a modern communication system which is outstanding for its flexibility and versatility. So that operation and maintenance, including expandability and adjustment to new events, do not hinder but rather support day-to-day communication.

System maintenance

Mitel makes a web-based application specially available for easy maintenance of the most important data in the company. Specific adjustments (e.g. name modifications, corrections in the system phone book) can be made via this specially designed and user-friendly web application. The authorised user can make the adjustments with a few mouse clicks, and does not need extensive training.

Open standards

The open system architecture and use of global standards guarantee the technological independence and future proof MiVoice Office 400 systems.

SIP, for example, has been fully implemented:

- *For the trunk line to the public network*
- *To connect SIP devices*
- *To network Mitel systems*
- *To integrate applications*

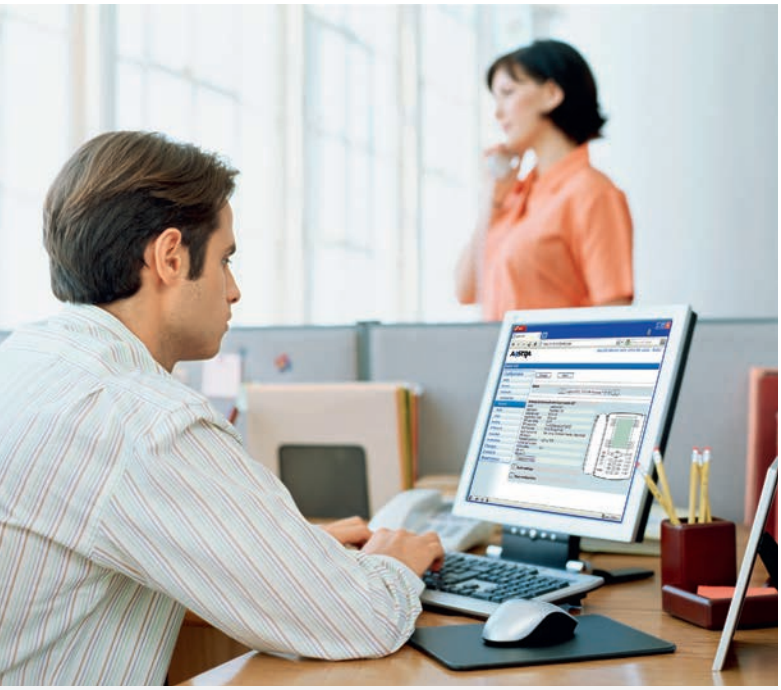
Alongside SIP, other protocols such as XML, LDAP, CSTA, TAPI and KNX guarantee the easy and efficient – and, above all, problem free – integration of all kinds of solutions. This includes client-specific applications as well as networking with other systems.

Expandability and flexibility

Companies are always changing. New employees are recruited, a department expanded and new locations acquired. MiVoice Office 400 adapts flexibly to the new requirements. The system can be expanded at any time; new numbers can be created in no time with little input.

For instance, an additional IP handset for a new employee can be integrated with little or no settings. Applications can also be quickly and, above all, uniformly maintained.

Mitel uses open standards and enables you to freely integrate specialist and industry solutions into the communication system.



Self Service Portal

With its Self Service Portal, MiVoice Office 400 offers its users assistance when required. The web-based application allows users to easily set up call forwarding destinations, modify the voice mailbox and its functions, or adapt programmable keys as required. The portal design is self-explanatory, making it simple to use.

Integration into the existing IT environment

The wide range of standardised interfaces facilitates the connection of all standard voice and data handsets. MiVoice Office 400 is also easy to integrate into the existing IT infrastructure:

- *Only one network (LAN) for voice and data transmission*
- *Integrated switches for easy installation of IP phones*
- *IP standards for seamless integration of voice communication*
- *Quality of service guarantees best voice quality.*
- *Speedy and easy installation of MiVoice IP handsets through automatic configuration*
- *Automatic recognition: when employees change their workstation, the IP handset is easily connected to the new workstation, and the phone can continue to be used with the same settings.*

Security

Protection against unauthorised access is very important, especially with the use of modern telephony via the internet.

Mitel has integrated international standards and developed its own solutions, in order to offer you and your communications the highest level of security:

- *Voice data encryption and call signalling based on the international standards TLS and SRTP*
- *Remote system access is protected, for example, using HTTPS.*
- *In case of remote maintenance on the intelligent network, network-based access to satellite nodes is secured so that third parties cannot log on to the customer network even during a maintenance operation.*
- *The Digital Enhanced Cordless Telecommunications (DECT) standard offers the highest security, since the mobile phone must log on with a secret code each time a call is set up.*
- *Mitel handsets are also PIN-protected against unauthorised access.*
- *Voicemail encryption guarantees that messages cannot be listened to by third parties.*

Mitel
Powering connections

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